

**OKALOOSA COUNTY  
EMERGENCY MEDICAL SERVICES  
STANDARD OPERATIONS PROCEDURES**

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**Title:** Radio Communications  
**Policy:** 202.00  
**Purpose:** To ensure proper procedures for use of OCEMS radio communications to deliver quality patient care while limiting unnecessary transmissions.

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**Policy:**

Professional Radio Conduct

Every effort should be made to facilitate smooth and professional communications between field crews and the communications staff.

The radio communications made on a daily basis are monitored by all levels of Fire/EMS administration, the media, the general public, and the Federal Communications Commission (FCC). Therefore, it is important to maintain professional and appropriate radio communications on all channels at all times.

Radio communications of a personal nature are prohibited.

Abusive or foul language will not be tolerated on the radio. Transmitted obscenities are in violation of Federal Communication (FCC) rules and regulations.

The 10-24 code is to be used when a crew is in trouble. The Communications Center will immediately dispatch law enforcement to the crew's location.

Plain language should always be used to eliminate confusion.

Emergency Alarm (Red Button)

On all radios, there is an emergency alarm button. When activated, this button will identify the sending radio and alert the Communications Center that a crew is in trouble. The radio will emit a loud tone indicating an emergency has been declared. The radio will then transmit for 8 seconds without using the PTT (Push-To-Talk) button.

If the activation was accidental, the crew will need to acknowledge the accident immediately over the air and reset the radio. The alarm in the unit can be reset by pressing and holding the emergency button for several seconds. The alarm on the portables can be reset by turning the radio off.

Radio Procedures

When called over the radio, the team member must respond with their unit ID and location. Delays in response or during transport must be documented in the patient report.

Communication transmissions shall be brief and to the point.

*\*\*Ambulance crews will advise Communications when entering Okaloosa County, arriving in station, enroute back to district, entering another district when available for call. \*\**

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<u>Procedure Phrase</u>	<u>Meaning</u>
Advise	give message
Affirmative	yes
Arrival _____	arrived at hospital
Available	unit available for a call
Cancel per _____	unit available/removed from call
10-24	crew is in trouble, dispatch law enforcement
Clear from ____	left from, leaving from
Copy	understood
Correction	error was made (correct version is ...)
Disregard	ignore
Enroute	unit is driving to the location no lights or sirens
In service	unit advising they are ready for a new assignment
Negative	no
On scene	unit arrived at the call
Px	phone
Priority	emergency traffic, clear channel to unit
Radio check	followed by 5, 4, 3, 2, 1
Repeat	say last transmission over
Responding	unit is driving to the location with lights and sirens
Standby	do not transmit until told to do so

Response Modes:

Alpha (non-emergency)	Responding without lights and siren
Charlie (emergency, non-critical)	Responding lights and siren
Delta (patient's condition is critical)	Responding lights and sirens
Echo	Scene is unsafe, unit must stage

**Accountability and Compliance:**

1. Everyone is responsible for maintaining professional conduct while on the radio. Any excessive transmissions, foul language, or obscenities will be documented by the n duty Branch Commander. A copy of the documentation will be placed in the employee's file for their annual evaluation.

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